

Requisition No:	26-61
Posting Start Date:	10-22-2026
Posting End Date:	20-11-2026
Region:	Ottawa
Schedule:	Full Time
Duration:	Permanent
Location:	Children's Aid Society of Ottawa
Expected Hires:	3
Minimum Salary:	72,604
Maximum Salary:	98,273
Hours per Week:	35
Contract Length:	Permanent
Team:	Intake/Same Day Response

General Information on the Position

INTAKE 3 Team

Child Protection Worker - SDR/TI - Child Protection Services

Regular Full Time Opportunity - Bilingual position

NOTE: This position will require the incumbent to work in both the Same Day Response and Telephone Intake functions based on a schedule prepared by the Supervisor.

The Position:

The SDR child protection worker provides investigative and protection services for both traditional and customized same day response files to voluntary and non-voluntary families and children within established procedural guidelines and critical time frames

(within a 12-48 hour response) as mandated by both the CYFSA and the Society. This responsibility is performed through appropriate consultation with the supervisor.

The incumbent is required to maintain client records in accordance with Society and Ministry Standards including case notes, plans of service, plans of care, social histories and other required reports. The position completes investigations including protocol and institutional investigation, serious occurrences and diplomatic immunity cases. The worker will also prepare appropriate cases for court, according to Society and Ministry guidelines and will establish community links with service providers in our community.

The Telephone Intake Worker responds to and assesses all referrals and/or requests for service to determine the immediacy and nature of intervention required as per CFSA, Revised Ministry Standards, Child Abuse Standards and Differential Response Model.

This responsibility is performed through appropriate consultation with supervisors and supervisory review of incident reports and files designated to be be brief serviced, closed and assigned for investigation or assessment as required. The incumbent is also required to complete accurate and timely data entry in our in-house software.

Hours of Work:

The SDR/TI child protection worker is expected to work flexible hours according to program needs. Schedules are developed on a monthly basis in the Intake pod. Members of the team are expected to work the 11:00 a.m. - 7:00 p.m. shift on an average of three to five times per month.

Qualifications:

- BSW, MSW or Bachelor's degree in a related field with relevant work experience;
- 2 years experience working with children and families;
- Experience in providing Intake Services is an asset;
- Excellent interpersonal and communication skills on the phone.
- Knowledge of Child, Youth and Family Services Act (CYFSA), Ministry standards and guidelines related to child protection and Society policies and procedures is an asset;
- Experience in developing and maintaining positive community partnerships and working relationships;
- Knowledge of the community resources and services;
- Excellent assessment, engagement and crisis intervention skills;
- Ability to deescalate and manage conflictual situations;
- Strong administrative, planning and organizational skills;
- Demonstrated knowledge, skills and abilities to work effectively in cross-cultural situations;

- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by people related to gender identity, gender expression and sexual orientation faced within the 2SLGBTQIA+ communities.
- Demonstrated knowledge and understanding of the culture, history and current oppressions experienced by Indigenous peoples and racialized communities.
- Applies anti-racist, anti-ableist, anti-colonialism, anti-heterosexism and anti-cissexism lenses to social problems
- Superior verbal and written communication skills in both French and English are required

How to Apply: Please use this link to apply: [Careers – SDR Child Protection Services](#)

If you experience any issues with the link please email Chelsea Belleus – Chelsea.belleus@casott.on.ca

CASO is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.